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# Example of Collections Associate Job Description

Our company is growing rapidly and is looking to fill the role of collections associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for collections associate

* Develop and present analytical findings and recommendations to wide range of audiences
* Effectively manage time and work on multiple projects simultaneously
* Manages a portfolio of outstanding client debt ensuring all collection activities are completed within guidelines
* Negotiates on a case-by-case basis, settlements directly with the client by quickly assessing the file detail, and the client’s ability to repay
* Initiate assignment to Bailiff's as required to secure our assets
* Maintains control of the conversation with customer at all times
* Coordination of invoice activities leading to timely reimbursement of receivables by using available resources including databases, internet, and telephone
* Researches and resolves daily denials that have not passed payer edits and may lead to an appeal of denied services
* Determines and initiates action to resolve rejected invoices
* Support and guidance to internal and external customers related to insurance and government payers claims processing protocols

## Qualifications for collections associate

* Bachelor’s degree in Economics, Statistics, Mathematics and related area
* 1 year, minimum, experience with SAS
* Previous experience using statistical models and reporting tools to analyze large data size
* Great attention to detail and accuracy of analysis
* Ability to apply critical thinking skills and a logic based approach to problem solving
* Working experience in credit card industry